

Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Neuadd Drymmau Care Home Ltd	
The provider was registered on:	29/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Neuadd Drymmau Care Home Ltd	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	29/01/2019
	Responsible Individual(s)	Timothy Valler
	Manager(s)	Hayley Marks
	Maximum number of places	35
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Identify training needs during supervisions, audits, staff meetings, handovers, using the training matrix and governance on updating working practices. Training is specific to individuals needs we are caring for. Plan training once areas have been identified, course availability, e-learning, and updates from providers meeting, L.A, LHB, and other professionals inform us of training (flu training, wound care) Training needs met by courses booked, and paid for, and staff paid to attend
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment - post advertised via indeed, people calling, employees refer. Candidates interviewed, trial shift, DBS checks, references, induction shifts, supervisions. Retentions - ensuring staff are supported and have a voice, choice and control, accommodate working shift patterns and annual leave, team building, bonus scheme, Christmas bonus, supporting training, assist with transport, access to managers 24hrs to support in work and outside of work, counselling, staff support each other

Service Profile

Service Details

Name of Service	Neuadd Drymmau Care Home Ltd
Telephone Number	01792816983
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Some staff speak basic Welsh.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	38
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Fees Charged

The minimum weekly fee payable during the last financial year?	576.00
The maximum weekly fee payable during the last financial year?	1750.00

Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	0
Number of complaints upheld	4
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>General meetings, one to one meetings, questionnaires, access to management and MDT meetings, advocates, individuals and families involved in care planning, well-being checks by management, key worker feedback, staff meetings, questionnaires to relatives, email correspondence with next of kin, families members, friends and other self appointed advocates.</p> <p>We consult with the individuals who reside within the home and all other third parties/representative to ensure the service is providing a considerate to meet their need and inline Well-being act 2014 and RISC.A.</p>

Service Environment

How many bedrooms at the service are single rooms?	31
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	12
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	30 sqm enclosed patio from the dayroom, 7 acre wild meadow field, 50sqm patio to the front of the home, walled kitchen and cottage garden to the rear with polytunnel
Provide details of any other facilities to which the residents have access	coffee shop to be completed by the 30th June

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No

Other

No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

General meetings with people living at the service promote open dialogue, enabling people to discuss topics together. In our September meeting one lady spoke about her recent frustrations with another person at the service with limited capacity, going to her room. This was quickly and simply resolved with a bedroom key being provided – promoting control through her voice being heard. Another person spoke about their frustrations in having to wait for the toilet during and after lunchtime, through discussing this matter with staff, working practices were adjusted – promoting the adaptive support people ask for.

Questionnaires are provided for anyone who may wish to comment on the service, including people and their families along with professionals. For people who are not able to easily communicate their thoughts and feelings, advocates are in place.

Support is provided for individuals as and when it is required. A lady who's desire was to return home was supported with meeting with the Health Board and Social Services. The Psychiatrist was involved for capacity assessments. An advocate was appointed due to concerns around the lady's capacity and her sons' wishes for her to stay at the service. The care home in-reach physio assessed the bungalow, following assessments it was agreed she could return after adjustments were made to the property however she decided to stay due to her husband requiring support at the service and her ultimate desire to stay with him.

Another lady who has her dog living with her is supported with meeting the pets' needs including help to visit the vets.

Another gentleman during a period of respite was assisted frequently to attend his home to carry out personal matters on his computer, this support played a part in him choosing to stay permanently at the service.

It has not always been documented sufficiently that people are involved in their care planning, this is an area of improvement the care team are now working with people and their families on.

Weekly outings and twice monthly procured entertainment are actively chosen by the people at the service along with the activities organisers in-house schedule. These opportunities to co-work together promote control.

Staff supervisions in October not only focussed on work related matters but also personal matters due to the cost of living crisis and energy cost increases. Supporting staff is important especially with the pressures they now face which are greater than ever before.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

Staff training in November on person centred care and relationship focused approach helps assist staff in promoting daily choices for people from the moment they wake.

Last year a gentleman expressed his wishes to visit the local jazz festival. A safe and productive visit was unfortunately unachievable however an in-house music festival was. It was held on the 15th August at the home.

A prospective gentleman visited the home in August with a real interest in the green space and gardens, he now lives at the home and plays an important role in the vegetable production where he is well enough to do so.

Blanket DNACPRs were put in place during the pandemic however people have been supported to have these reviewed and removed which has been very impactful in improving overall wellbeing.

Last October a gentleman was showing signs of infection after surgery, The GP was unable to assist and suggested contacting the hospital surgical team. The hospital surgical team had discharged and advised to contact the GP. The GP then made a referral to the hospital surgical team. We are having to adapt to the new pressures we face within the healthcare service, but our nurses are persistent and relentless in keeping the ongoing health of the people living here at the forefront of each day.

General meetings with the people living at the service show they feel they can talk to management with one gentleman saying "Its like family here, I feel very well looked after"

Ongoing health is supported through helping people access the primary care service we are all entitled too, from screening services to hospital appointments. We can often assist with escorting and transport to appointments.

People have the opportunity to make adjustments to the service from before they come to live here, one lady choose the colour and décor of her room prior to admission making the move smoother

Another gentleman made regular visits to the local stable to see if volunteering his time to animal welfare would improve his own wellbeing

Community connections at local clubs throughout the week promote meaningful occupation for people.

And a series of in house talks from visitors in areas such as beekeeping and surnames serve an educational purpose and promote specific interests, whether new or existing.

Person centred group activities are held by our activities organiser, these would be activities chosen by individuals and have previously included blackberry picking, visiting ice cream van and ukuleles

The extent to which people feel safe and protected from abuse and neglect.

Safety to different people means different things, For a gentleman it means having his door shut at night, for a lady it means knowing this is her home and she will remain here with her dog. People must feel able to take positive risks, this may be going for a walk in the meadow field or using gardening tools to tend to plants. For another lady who has frequent falls its about maintaining her mobility even it it poses a risk. Our role is to assess these risks and reduce them without noticeable interference. People are asked at general meetings if they feel safe and protected from abuse and neglect and their answers are listened to. One gentleman said " yes I feel safe here with these people around me"

Visiting professionals play a vital in keeping the service safe, during the pandemic all visiting stopped and everyone felt vulnerable, people did not feel protected. By not having set visiting times for family and friends and by always being "open" the service is kept open and transparent.

We had one complaint in this report period, a family member was concerned that her mother did not have suitably warm socks and blanket on her during a visit. This information was passed onto staff and the appropriate action was taken.

Our sense of community is strong, people at the service look out for one another. One gentleman while in the dayroom takes pride in acting as a guardian for others by taking his call bell with him to the table, this allows him to call for people who may not be able to call for themselves.

Staff stay alert during daily checks and report accordingly to the nurse and management. An area of redness on the foot of a lady was identified quickly during bathing and after a reassessment and checks carried out on equipment it was established more suitable footwear was required, this quickly alleviated the situation.

One gentleman shared a negative experience he had with a family member during a visit away from the service. While his experience was not considered serious it shows the element of trust between the people living and working here.

The service is management led and people understand through mentoring and consistent communication what the service must do to protect people and keep them safe.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

While the accommodation may be considered old in fabric and style by some, for the people living at the service this is what plays a part in calling it home. One lady chose the home based on its pet friendly status and meadow field to walk her dog. Another gentleman chose the home for its polytunnel and walled garden. For people that enjoy the outdoors, or elements of it, we have lots to offer.

The dayroom and open plan dining area promote choice through people being able to choose their lunch not with a menu but using their senses at the serving area. A "kitchen area" in way of sink and units allows people meaningful occupation in washing up and laying tables if they so wish. Different seating areas are arranged throughout this communal space including outward opening doors to an enclosed patio area with meadow field views. For one lady who does not wish to leave her room it is the view from her window of the Bristol Channel that matters about her accommodation.

Our active green care pledge to be more self-efficient and help protect the environment has sparked the interest of people at the service and they feel proud to be part of the home. One gentleman was taken to the flat roof to view the solar panels and another gentleman has been very active in the vegetable garden this season.

The home has long and wide corridors and large front-facing rooms with views of North Devon, to the rear of the property bedrooms face the kitchen and cottage gardens. Our upstairs lounge serves as a quiet space for people that want that protection for their senses.

2 bathrooms with fully assisted baths and bath hoists allow for a pleasant bathing experience. A large wet room shower with a cradle chair helps people with mobility issues shower comfortably.

While redecoration is required in some areas, people have an active part to play in choosing colour schemes through this process and this promotes citizenship and ownership of the space.

One gentleman who wants to help give something back uses the dayroom to hold group singing sessions while another uses the garden to give instruction for planting schemes.

We are not precious about our space, visiting pets include a pony into our communal area much to people's applause. Our wheelchair accessible minibus supports people on a weekly basis to achieve personal outcomes within the community.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	14
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager
	Does your service structure include roles of this type? Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Skin integrity, Palliative Care, Fire Training, SALT, Wound Care, Learning Disability Awareness, Covid ,

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Palliative Care, First Aid Training, Fire Training, Ph ysio CPD training, Teepa Snow Re-certification tra iner, RI training, QCF level 4 and 5 on going.

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

Other supervisory staff

Does your service structure include roles of this type?	No
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Nursing care staff

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	8
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	3
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Please be aware our mandatory training is every three years inline with the Local Authorities guidelines.</p> <p>Mouth care, COPD, blood glucose monitoring, end of life care, pain management, OA, stoma care, confidentiality, fire training, SALT, Wound Care, MCA and Dols, Syringe driver,</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1
<p>Typical shift patterns in operation for employed staff</p>	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 nurse over a 24hr time period Night shift 7pm - 7am Day shift 7am - 7pm, 7am- 1pm, 1pm- 7pm
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	3
Safeguarding	1
Medicine management	3
Dementia	2
Positive Behaviour Management	3
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Communication, First Aid, Fire training, SALT, PCA, MCA and Dols, End of life training,
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Only day shifts Shift pattern 7am- 1pm, 7am-2pm, 7am - 7pm, 1pm -7pm Where possible at least one senior member of staff on a day shift.

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	15
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	8
Health & Safety	1
Equality, Diversity & Human Rights	3
Infection, prevention & control	7
Manual Handling	16
Safeguarding	3
Medicine management	2
Dementia	2
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Please note our mandatory training which includes health and safety, infection control and safeguarding is every three years in line with the local authorities guide lines.</p> <p>PCA, skin integrity, SALT, fire, palliative care, communication, first aid, Autism awareness, MCA and Dols, oral hygiene</p>
Contractual Arrangements	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	9

No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>5 Social Care Workers on a morning shift 7am - 1pm 4 Social Care Workers on a afternoon shift 1pm - 7pm 2 Social Care Workers on a night shift 7pm -7am</p> <p>Day staff have the option to work 7am -7pm shifts.</p>
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	2
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	4
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training, PCA, communication
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0

Catering staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	4
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	3
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Please be aware our mandatory training is every three years. This includes Health and safety, infection control and safeguarding . Additional training training fire.

Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Admin x2 Grounds man x 1 Activities coordinator x 1
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	4
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid, Fire, Communication, PCA, MCA and DOL 's, palliative care
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0